



INSTRUCTIONS FOR FUEL CARD

7970 Hampton Rd., Texarkana, TX 75503
903-794-1423 • 1-800-426-7110
support@myopenroads.com • www.myopenroads.com

DO NOT THROW AWAY!!

Your card does not come activated, please follow the steps below to activate your fuel card.

This can only be completed during business hours 8-5 CST M-F

STEP ONE: Activate fuel card

Please email your card number and the last four of your social security number to our email support@myopenroads.com (this email must be sent from the email you used on your application)

Our customer service team will then activate your fuel card for you. You will receive a response once this has been completed notifying you that the card is now active and you can now fuel with it. Please do not send duplicate requests.

****Please note for security reasons we can only do this during business hours, which are Monday-Friday 8:00AM to 5:00PM CST** No exceptions can be made****

STEP TWO: Download TSD Open Roads App



(Available on Google Play and the App store) on your phone for 24-hour access to your card's activity. This app will allow you to track your card(s) and see each transaction. It will show you the discounted rates are at any location in our network. Once downloaded, you **must sign in using the credentials created at the start of your application process: enter your email and the 8-digit password (1 upper case, 1 lower-case and a number)** then press sign in. You can see your fuel transactions in the Account Card section.

*Any station not shown on our app is **not** in our discounted network and **you will be charged** a \$1.00 out of network fee.*

Our card will not work at Pilot, Flying J, or One9

For your convenience, the app will update every hour.

MUST READ INSTRUCTIONS ON BACK TO BEGIN FUELING

Fuel Desk Number: 1-800-275-5089 and support@myopenroads.com

Business hours

8:00 am - 5:00 pm CST

*Please only call after hours if you need help fueling. If you want to ask a question on the weekend, please email **support@myopenroads.com**

BE THE FIRST TO BE UPDATED!



@TSDOpenRoads

WHEN YOU ARE READY TO FUEL, PLEASE FOLLOW THESE DIRECTIONS:

****** During the fueling process, **IF** the pump prompts Debit or Credit, please go inside to process the transaction. While inside, please select (or state to the cashier) FLEET CARD. **This card is NOT a Debit card or Credit card.** ******

1. Go to **Commercial Truck Lanes** in the back (where the 18-wheelers go).
2. **Insert** EFS card and remove.
3. **If** you have a reward card you will be prompted to insert it, **if you do not have one you will hit the Skip button**. **Do NOT enter your phone number at a TA just hit skip**.
Oregon-you must go inside because you do not have a PUC number. (Yes, the fuel tax is already factored on the App)
Nevada-must go inside because you do not have an MC or DOT number
4. Select **Tractor** (*This is diesel fuel*)
5. **Yes**, or **Skip** on **DEF**
6. **Enter Control Number (which is last four of social security number provided)**
Commercial accounts: Last four of TAX EIN
Canadian residents: Last four of Social Insurance
7. **Yes** or **No** to additional products.
8. Then it will prompt you to remove diesel nozzle and lift to begin fueling.
9. **If you choose DEF** after fueling, then hang up diesel nozzle, lift the **DEF** nozzle and push the **DEF** button to begin **DEF** fueling.
10. Make sure to **hang up** the pump and **end** the sale/transaction.
*If the hose is not hung back up, this will leave the transaction open for others to pull in behind and utilize. If you notice this occurs, please **contact customer service** to issue the dispute.*
*****Please note all disputes take multiple weeks to conclude.*****

Our discounts include *TA, Petro, Loves, SAAP Brothers, Road Ranger, Ambest, Kwik Trip/Kwik Star, Cash Magic, PWI, and Casey's*. The discount varies by station and location. ****** \$0.40 additional transaction fee charged by *Loves* and a \$0.65 additional transaction fee charged by all others. Please note all stations listed on our app receive discounts and fueling out of network results in a \$1.00 charge, make sure you are referring to the *TSD Open Road app* when checking on stations to stop. Our card will not work at Pilot, Flying J, or One9

Settlement Summaries: When you get your settlement email, the ACH amount is what will be deducted from your bank account. If you fuel multiple times over the **weekend** (Friday-Sunday), within the **same day**, or **holiday's**- your purchases will be combined. To separate and indicate, please look at the memo number section and the date section. Each transaction will have its own memo number that will be called transaction ID on the app and the date is the date of the actual fueling.

Replacement cards: If you lose your card or need an additional card, there will be a **\$10.00 charge**. Contact us at support@myopenroads.com, please include the address you want the card sent and your first and last name.

Limits: Your card has a limit of 200 gallons per day, you cannot exceed this within 24 hours.

For additional information and FAQ visit myopenroads.com and click **More**.

Save Money. Give Water.
#HappyFueling